

Hi-Speed Digital Phone Card™ for Newer Faster Cellular Data Networks

CompactFlash Card with data cable for connecting a high-speed mobile phone to:

- *Pocket PC 2000 or Pocket PC 2002*
- *Handheld PC 2000*

User's Guide



socket™
The Mobile Connection

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Chapter 1 Introduction

Overview

Thank you for purchasing Socket's Hi-Speed Digital Phone Card. The card enables you to use your compatible mobile phone as a wireless modem, so there's no need to set up additional contracts. You can take advantage of the new hi-speed networks with speeds bursting up to 144 kbps.



When you use the Hi-Speed Digital Phone Card (DPC), you don't need a modem, because your data-capable mobile phone simulates one. You can use the Hi-Speed Digital Phone Card with any application that you use with a regular modem, such as for email, file transfers or web browsing.

About Socket's Software

Socket's software takes the guesswork out of setting up a connection, calculating data call costs or identifying the COM port.



Follow Socket's DPC Setup software to quickly and easily set up a connection to your hi-speed network. The program automatically configures most of the necessary settings.



The Socket DPC Meter helps you calculate the cost of your data call.



Socket's Hi-Speed COM Tools make it easy to identify the COM port assigned to the DPC.

For software updates, visit: www.socketcom.com/support/support_dpc.htm

Working Wirelessly with the DPC

Wireless Web Browsing



Use the DPC to browse the Internet anytime anywhere within your mobile phone's coverage area. Simply use the DPC to wirelessly connect to your office network or Internet Service Provider (ISP), open your web browser, and surf the Internet! The new Hi-Speed DPC, phone, and hi-speed cellular network service make downloading web pages much faster.

Wireless Email



You can set up your mobile computer's Inbox to directly access your IMAP4-enabled exchange server or ISP's POP3 user accounts. You can also use your web browser to access html-based email services.

To learn more about mobile phones and wireless data communications, check out Socket's technology brief, "Mobile Phone Basics," at: www.socketcom.com/about/techbrief.htm

Contents of the Connection Kit

The **Socket Hi-Speed Digital Phone Card for Pocket PCs** package includes:

- A Socket Hi-Speed Digital Phone Card (CompactFlash card Type I) with permanently attached data cable, customized for specific hi-speed mobile phones
- The *Socket Hi-Speed Digital Phone Card Installation CD*



Computer and Phone Compatibility

The CompactFlash DPC works with a Pocket PC 2000, Pocket PC 2002 or Handheld PC 2000. You can use the CompactFlash card directly in a CompactFlash I/O slot. With a Type I CompactFlash-to-PC Card adapter, you can use the DPC in a PC Card slot. The adapter is available separately, SKU# AC4000-978 at www.esend.com/socket/.

Your retail package may not list all the phones compatible with your version of the DPC. For updates, visit: www.socketcom.com/product/dpc.htm

Chapter 2 Preparing for Installation

This chapter explains preliminary steps that should be completed prior to installing the Digital Phone Card. After completing the steps covered in this chapter, proceed to the appropriate chapter for the installation instructions for your specific type of computer.

Important! If you do not complete the steps in this chapter before trying to install the Digital Phone Card, the installation may not run correctly!

The four steps covered in this chapter include:

- Registering your card
- Activating data service for your mobile phone
- Uninstalling old Socket DPC software

Register the Card

Register your DPC online at www.socketcom.com/product/prodreg.htm.

Activate Mobile Phone Data Service

You must activate data service on your mobile phone in order to use it with your Digital Phone Card. Some mobile phone carriers activate data service only when requested and charge extra fees for it. If necessary, ask your phone carrier for this feature.

Data service is included with Verizon's Express Network or Quick Net Connect (QNC), which are both compatible with the Hi-Speed Digital Phone Card.

Important!

If data service is not activated for your mobile phone, then you will not be able to use your phone for any data connections!



Remove Old DPC Software

Uninstall any old Socket DPC software you may have previously installed on your mobile computer. You can either uninstall the software directly from your mobile computer, or you can remove the software using ActiveSync on a host PC.

OPTION 1: Uninstall Directly from the Mobile Computer

1. Make sure the Digital Phone Card software is closed, and remove the card from your mobile computer. Failure to do this will prevent completion of the uninstall process.
2. Go to **Start | Settings**. Tap on the **System** tab or **Control Panel**
3. Double or single tap on the **Remove Programs** icon
4. Select the DPC software, then tap on **Remove**.
5. Tap on **Yes** to confirm removal of the program

OPTION 2: Uninstall via ActiveSync

1. Make sure the Digital Phone Card software is closed, and remove the card from your mobile computer. Failure to do this will prevent completion of the uninstall process.
2. Make an active connection between the mobile computer and host PC. An active connection exists if data can move between the mobile computer and host PC via a serial/Ethernet/USB connection cable or cradle.
3. On the host PC, open Microsoft ActiveSync
4. Click **Tools | Add/Remove Programs**.
5. Select the DPC software, then click **Remove**.
6. Select **OK** to confirm removal of the software on the mobile computer.
7. The next dialog will ask if you want to remove the software from your host PC.
 - Click **NO** to keep a copy of the software on your host PC that can later be re-installed.
 - Click **YES** to remove the software from the host PC.

Chapter 3 Setup for Pocket PC

This chapter explains how to set up the DPC for accessing a hi-speed network with a Pocket PC 2000 or Pocket PC 2002. Please note that hi-speed networks are not available in all areas.

Important! Before you begin this chapter to install the Digital Phone Card, you must complete the steps in Chapter 2, “Preparing for Installation”!! Otherwise the installation may run incorrectly.



Installation Steps Summary

STEP 1: Install the software.
STEP 2: Complete the connection wizard.
STEP 3: Prepare the phone.
STEP 4: Dial and connect!

OPTIONAL: Use Socket DPC Meter
OPTIONAL: Check COM Port Number

STEP 1: Install the Software

Follow these steps for software installation BEFORE inserting the DPC.

1. Make an active connection between the mobile computer and a host PC.



An active connection exists if data can move between the Pocket PC and host PC via a serial/USB/Ethernet connection cable or cradle.

2. Insert the *Socket Hi-Speed Digital Phone Card Installation CD* into the CD drive of the host PC.



3. The setup program should auto-run. Follow the setup center to install the software for Windows CE.



*Note: If the program fails to auto-run, use **My Computer** or **Windows Explorer** to access your CD-ROM drive. Click on **SETUP .EXE***

4. In the **File Download** screen, select the option that lets you OPEN (or RUN) the file from its current location.

WARNING! DO NOT SAVE THE FILE!



IMPORTANT!
YOU MUST OPEN
THE FILE!
DO NOT SAVE!

5. A **Security Warning** screen may appear. Click **Yes**.
6. The installation wizard will begin. Follow the instructions on the host PC screen until setup is done.



7. Disconnect the mobile computer from the host computer.

STEP 2: Complete the Connection Wizard

1. After software installation, the DPC Setup program will automatically launch on your Pocket PC.

Note: You can access the DPC Setup program at any time by doing the following:

- If you have not soft reset the Pocket PC since installing the Socket software, press the reset button.
- Go to **Start | Settings | Connections**. Tap on **DPC Setup**.



2. Follow the program to create a connection for your network.



Note: Screens for the Verizon QNC will be shown as an example. Your screens may differ.

In the first screen, select the network connection type. Tap **Next>**. The following screens will vary depending on what type of network you select.

Standard Data Connection: Regular dial-up connection (up to 144 kbps). Complete the Network Information Form in Appendix B before setting up a standard data connection.

Verizon Express Network: This connection uses Verizon's Express Network, with data speeds up to 144 kbps. This service normally incurs extra charges. You need your mobile phone number to set up this connection.

Verizon QNC (Quick Net Connect): This connection uses Verizon as the ISP. Data transmits at 14.4 kbps. If Verizon's Express network is not available in your area, you can use QNC.

3. In the next screen, enter a name for the connection or accept the default name. Tap **Next>**.



4. The next screens will vary depending on what type of network you selected in the first screen.
- Standard Data Connection: Enter your user name, password, and dial-up number as prompted.
 - Verizon Express Network: In the next screen, enter your mobile phone number.
 - Verizon QNC: Now you are ready to insert the card. See below.
5. As prompted, insert the DPC into your Pocket PC. If using a PC Card slot, first plug the card into a CompactFlash-to-PC Card adapter. Tap **OK**.



6. The last screen should report that you successfully set up the dial-up connection. Tap **Finish**.

STEP 3: Prepare the Phone

1. Turn on your phone. Make sure it has enough battery power and is receiving a digital signal. For data calls, the signal strength should be at least two bars. If needed, raise the antenna, hold the phone upright and/or relocate to improve signal quality.
2. Connect the free end of the DPC cable to the data port of your mobile phone. The data port is typically the same port used to charge the phone.



3. Set your phone for the appropriate data rate/mode.

Audiovox:

- Press **F► 71**.
- Scroll to select the appropriate Service Mode.
 - *Verizon Express Network*: Select **Packet High**.
 - *Verizon Quick Net Connect*: Select **Circuit**.
 - *Standard connection*: Select the appropriate mode for your network.

Kyocera:

- In the main screen, **Menu** should appear. Press **ok**.
- Scroll to **Settings**, then press **ok**.
- Scroll to **Accessories**, then press **ok**.
- Scroll to **COM Port Speed**, then press **ok**.
- Select the appropriate speed for your network and press **ok**.
 - *Verizon Express Network*: Select **230.4 kbps**.
 - *Verizon Quick Net Connect*: Select **19.2 kbps**.
 - *Standard connection*: Select the appropriate speed for your network. Usually it will be 19.2 kbps.

STEP 4: Dial and Connect!

The procedure differs for the Pocket PC 2000 and Pocket PC 2002. Follow the appropriate instructions for your type of Pocket PC.

Pocket PC 2000

1. Go to **Start | Programs | Connections**. Tap on your hi-speed connection.

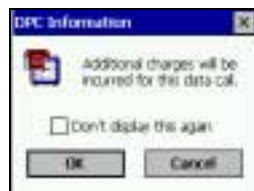


2. In the **Dial from** drop-down menu, select **Socket Wireless**. Tap **Connect**.



Note: DPC-Express Network is shown as an example. Your user name and password may look different.

3. A screen will appear, reporting that the data call will incur extra charges. If desired, check **Don't display this again** to stop this screen from appearing each time you use this connection. Tap **OK**.



4. A status screen will appear, reporting the progression of your data call.



5. After you successfully connect, the status screen will report **Connected**. Your device may also make a sound to denote the successful connection.
6. After a few seconds, the phone display should report that a data call is in progress. Now you are ready to use the connection for applications like ActiveSync, web browsing or email.

Pocket PC 2002

1. Go to **Start | Settings | Connections**. Tap on the **Connections** icon.



2. Tap on the **Dialing Locations** tab. In the **Location:** field, select **Socket Wireless**. Tap on the **Connections** tab.

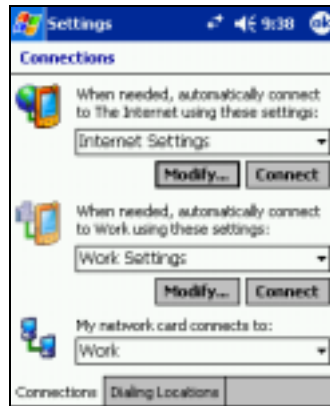


3. If you have multiple connections for your Internet Settings, you must assign the Pocket PC to “always dial” the new hi-speed connection. In the top field, select **Internet Settings**. Tap **Modify**.



In the next screen, tap and hold your stylus on your hi-speed connection in the list. In the pop-up menu, select **Always Dial**. The bottom of the screen should now report that when dialing, your hi-speed connection will be used. Tap **ok**.

4. In the **Connections** screen, make sure **Internet Settings** is selected in the top field. Tap **Connect**.



5. A screen will appear, reporting that the data call will incur extra charges. Tap **OK**.



*Note: Check **Don't display this again** to stop this screen from appearing each time you use this connection.*

6. A connection status screen will appear, reporting the progress of your call.



7. After you have successfully connected, the status screen will report **Connected**. Your device may also make a sound to denote a successful connection.



8. Your phone display should report that a data call is in progress. Now you are ready to use the connection for applications like ActiveSync, Internet browsing or email.

Note: Your phone may enter dormant mode, but the Pocket PC will still be connected. Phone displays vary depending on network and phone model. Your Pocket PC will indicate your connection status.

OPTIONAL: Use Socket DPC Meter

The Socket DPC Meter helps you estimate the cost of both your last data call and the total of all your data calls. The meter can estimate cost based on price per minute or price per megabyte.

1. Go to **Start | Settings | Connections**. Tap on **Socket DPC Meter**.

Note: If the Socket DPC Meter icon does not appear, soft reset your mobile computer by pressing the reset button.



2. In the next screen, statistics for **Duration** and **Data Amount** of your last data call and all data calls since you last reset the meter should appear.

A screenshot of the Socket DPC Meter application window. The title bar says 'Socket DPC Meter'. The main text says 'Enter cost per minute and/or cost per megabyte to display costs for last call and all calls since last reset.' There are two input fields: 'Cost/Min' with a value of '\$0.000' and 'Cost/MB' with a value of '\$0.000'. Below these are two sections: 'Last Call Statistics' and 'Cumulative Statistics'. Each section shows 'Duration', 'Data Amount', and 'Estimated Cost'. The 'Last Call Statistics' section shows 'Duration: 1 min, 4 sec', 'Data Amount: 0.001 MB', and 'Estimated Cost: \$0.00'. The 'Cumulative Statistics' section shows 'Duration: 1 min, 6 sec', 'Data Amount: 0.001 MB', and 'Estimated Cost: \$0.00'. At the bottom, it says 'Has never been reset' and there is a 'Reset' button.

3. Check either **Cost/Min** or **Cost/MB** depending on how your data calls are charged. Then enter the price per unit for your data calls.

A screenshot of the Socket DPC Meter application window after configuration. The title bar says 'Socket DPC Meter'. The main text says 'Enter cost per minute and/or cost per megabyte to display costs for last call and all calls since last reset.' There are two input fields: 'Cost/Min' with a value of '\$0.159' and 'Cost/MB' with a value of '\$0.000'. Below these are two sections: 'Last Call Statistics' and 'Cumulative Statistics'. Each section shows 'Duration', 'Data Amount', and 'Estimated Cost'. The 'Last Call Statistics' section shows 'Duration: 1 min, 4 sec', 'Data Amount: 0.001 MB', and 'Estimated Cost: \$0.17'. The 'Cumulative Statistics' section shows 'Duration: 1 min, 6 sec', 'Data Amount: 0.001 MB', and 'Estimated Cost: \$0.17'. At the bottom, it says 'Has never been reset' and there is a 'Reset' button.

4. After a few seconds, the estimated cost for both your last call and all your calls since you last reset the meter will automatically appear.

5. If you would like to erase all statistics in the meter, tap **Reset**. All statistics will begin again at 0. The cost per unit will stay.



The screenshot shows the 'Socket DPC Meter' application window. At the top, it says 'Enter cost per minute and/or cost per megabyte to display costs for last call and all calls since last reset.' Below this, there are two input fields: 'Cost/Min' with a checked checkbox and a value of '\$0.159', and 'Cost/MB' with an unchecked checkbox and a value of '\$0.000'. There are two sections of statistics: 'Last Call Statistics' and 'Cumulative Statistics'. Each section displays 'Duration: 0 sec', 'Data Amount: 0.000 MB', and 'Estimated Cost: \$0.00'. At the bottom, it says 'Last reset on 07/08/2001' and has a 'Reset' button.

Last Call Statistics	
Duration:	0 sec
Data Amount:	0.000 MB
Estimated Cost:	\$0.00

Cumulative Statistics	
Duration:	0 sec
Data Amount:	0.000 MB
Estimated Cost:	\$0.00

Last reset on 07/08/2001 **Reset**

6. Tap **ok** to exit the program.

OPTIONAL: Check COM Port Number

Socket's Hi-Speed COM Tools utility application makes it easy to check which COM port is assigned to the DPC.*

1. Go to **Start | Settings | Connections**.
2. Tap on **Hi-Speed COM Tools**.



Note: If the Hi-Speed COM Tools icon does not appear, soft reset your mobile computer by pressing the reset button.

3. Use the Ports screen to identify which COM port Windows has assigned to the DPC.



4. Tap **ok** to exit the application.

* Advanced users can also use the Hi-Speed COM Tools to map baud rates. Most users will not need to use this for standard device applications. For more information about mapping baud rates, please contact Socket technical support at techsupport@socketcom.com.

Chapter 4 Setup for HPC 2000

This chapter explains how to set up the DPC to access a hi-speed network with a Handheld PC 2000. Please note that hi-speed networks are not available in all areas.

Important! Before you begin this chapter to install the Digital Phone Card, you must complete the steps in Chapter 2, “Preparing for Installation”!! Otherwise the installation may run incorrectly.



Installation Steps Summary

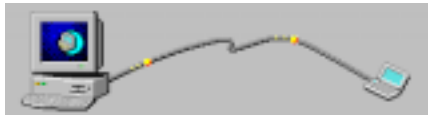
STEP 1: Install the software.
STEP 2: Complete the connection wizard.
STEP 3: Prepare the phone.
STEP 4: Dial and connect!

OPTIONAL: Use Socket DPC Meter
OPTIONAL: Check COM Port Number

STEP 1: Install the Software

Follow these steps for software installation BEFORE inserting the DPC.

1. Make an active connection between the mobile computer and a host PC.



An active connection exists if data can be move between the Pocket PC and host PC via a serial/USB/Ethernet connection cable or cradle.

2. Insert the *Socket Hi-Speed Digital Phone Card Installation CD* into the CD-ROM drive of the host PC.



3. The setup program should auto-run. Follow the setup center to install the software for Windows CE.

*Note: If the program fails to auto-run, use **My Computer** or **Windows Explorer** to access your CD-ROM drive. Click on **SETUP.EXE***

4. In the **File Download** screen, select the option that lets you OPEN (or RUN) the file from its current location.

WARNING! DO NOT SAVE THE FILE!



IMPORTANT!
YOU MUST OPEN
THE FILE!
DO NOT SAVE!

5. A **Security Warning** screen may appear. Click **Yes**.
6. The installation wizard will begin. Follow the instructions on the host PC screen until setup is done.



7. Disconnect the mobile computer from the host computer.

STEP 2: Complete the Connection Wizard

You must know the number of your mobile phone to set up a connection.

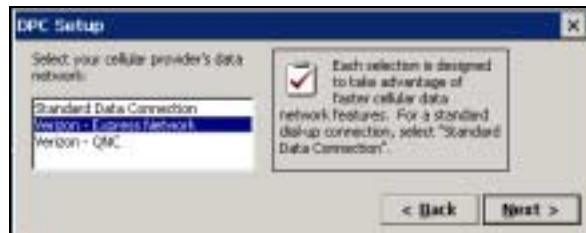
1. After software installation, the DPC Setup program will automatically launch on your HPC 2000.

Note: You can access the DPC Setup program anytime by doing the following:

- If you have not soft reset the Pocket PC since installing the Socket software, press the reset button.
- Go to **Start | Settings | Control Panel**. Tap on **DPC Setup**.



2. Follow the program to create a connection for your hi-speed network.



In the first screen, select the network type. Tap **Next>**. The program will vary depending on what network you select.

Standard Data Connection: Regular dial-up connection (up to 144 kbps). Complete the Network Information Form in Appendix B before setting up a standard data connection.

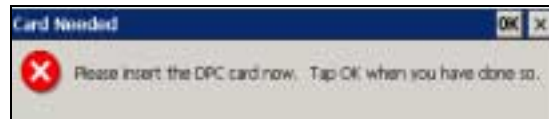
Verizon Express Network: This connection uses Verizon's Express Network, with data speeds up to 144 kbps. This service normally incurs extra charges. You need your mobile phone number to set up this connection.

Verizon QNC (Quick Net Connect): This connection uses Verizon as the ISP. Data transmits at 14.4 kbps. If Verizon's Express network is not available in your area, you can use QNC.

3. In the next screen, enter a name for the connection or accept the default name. Tap **Next>**.



4. The following screens will vary depending on what type of network you selected in the first screen.
 - Standard Data Connection: Enter your user name, password, and dial-up number as prompted.
 - Verizon Express Network: In the next screen, enter your mobile phone number.
 - Verizon QNC: Now you are ready to insert the card. See below.
5. As prompted, insert the DPC into your HPC 2000. First plug the DPC into a CompactFlash-to PC Card adapter. Then insert the combined unit into your device's PC Card slot. Tap **OK**.



6. In the last screen, tap **Finish**.



STEP 3: Prepare the Phone

1. Turn on your phone. Make sure it has enough battery power and is receiving a digital signal. For data calls, a signal strength of at least two bars is recommended. If needed, raise the antenna, hold the phone upright and/or relocate to improve signal quality.
2. Connect the free end of the DPC cable to the data port of your mobile phone. The data port is typically the same port used to charge the phone.



3. Set your phone for the appropriate COM port speed.

Audiovox:

- Press **F71**.
- Scroll to select the appropriate Service Mode.
 - Verizon Express Network: Select **Packet High**.
 - Verizon Quick Net Connect: Select **Circuit**.
 - Standard connection: Select the appropriate mode for your network.

Kyocera 2235:

- In the main screen, **Menu** should appear. Press **ok**.
- Scroll to **Settings**, then press **ok**.
- Scroll to **Accessories**, then press **ok**.
- Scroll to **COM Port Speed**, then press **ok**.
- Select the appropriate speed for your network, then press **ok**.
 - Verizon Express Network: Select **230.4 kbps**.
 - Verizon Quick Net Connect: Select **19.2 kbps**.
 - Standard data connection: Select the appropriate speed for your network. Usually it will be 19.2 kbps.

STEP 4: Dial and Connect!

1. Go to **Start | Programs | Communication | Remote Networking**.



2. Click on the icon for the hi-speed connection you just set up.



3. The **User Name** and **Password** should already be entered. Tap on the **Dial Properties** button.

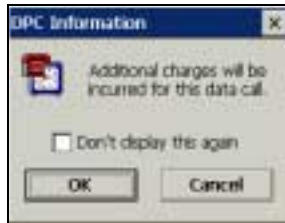


4. In the **When dialing from:** field, select **Socket Wireless**. Tap **OK**.



5. Tap **Connect**.

6. A screen will appear, reporting that the data call will incur extra charges. Tap **OK**.



*Note: To stop this screen from appearing before every data call, check **Don't display this again**.*

7. A status screen will appear, reporting the progression of your data call.



8. After you have successfully connected, the status screen will report **Connected**. Your device may also make a sound to denote connection success.



9. After a few seconds, your phone display should show that a data call is in progress. Now you are ready to use the connection for applications like ActiveSync, Internet browsing or email.

Note: Your phone may enter dormant mode, but the HPC2000 will still be connected. Phone displays vary depending on network and phone model. Your HPC 2000 will indicate your connection status.

OPTIONAL: Use Socket DPC Meter

The Socket DPC Meter helps you estimate the cost of both your last data call and the total of all your data calls. The meter can estimate cost based on price per minute or price per megabyte.

1. Go to **Start | Settings | Connections**.

2. Tap on **Socket DPC Meter**.



Note: If the Socket DPC Meter icon does not appear, soft reset your mobile computer by pressing the reset button.

3. In the next screen, statistics for the **Duration** and **Data Amount** of both your last data call and all data calls since you last reset the meter should appear.



Check either **Cost/Min** or **Cost/MB** depending on how your data calls are charged. Then enter the price per unit for your data calls.

4. After a few seconds, the estimated cost of both your last data call and all data calls since you last reset the meter will automatically appear.



5. If you would like to erase all statistics currently in the meter, tap on **Reset**. All statistics will begin again at 0. The cost per unit will stay.
6. Tap **X** to exit the program.

OPTIONAL: Check COM Port Number

Socket's Hi-Speed COM Tools make it easy to check which COM port is assigned to the DPC.

Note: The Advanced tab does not work with the DPC.

1. Go to **Start | Settings | Control Panel**.
2. Tap on **Hi-Speed COM Tools**.



Note: If the Hi-Speed COM Tools icon does not appear, soft reset your HPC 2000 by pressing the reset button.

3. Use the Ports screen to identify which COM port Windows has assigned to the DPC.



4. Tap **ok** to exit the program.

Appendix A Specifications

Physical Characteristics:

CF I/O Card Size: 1.43 x 1.69 x 0.13 in (36.4 x 42.8 x 3.3 mm)

Interconnect Cable Length: 22 in (559 mm)

Power Consumption:

Inactive: 0 mA (0 mW)

Active (typical): 3 mA (10 mW)

Interface Standards:

CompactFlash Interface: CompactFlash I/O, Type I

With CompactFlash-to-PC Card Adapter: PCMCIA, Type II

Serial Communications: TTL

Operating System Support:

Windows CE HPC 2000, Pocket PC 2000 and Pocket PC 2002

Mobile Handsets Supported:

Kits are available for selected Audiovox and Kyocera phones. Support for other manufacturers is pending.

For the latest compatibility list and specific phone models, visit

www.DigitalPhoneCard.com

Software Compatibility:

Windows COM port

Software Included:

Socket Hi-Speed Digital Phone Card Installation CD

Compatible Applications:

Windows Remote Dial-up, ActiveSync, Pocket Outlook, FTP, Telnet, AvantGO, Citrix, pcANYWHERE, BSquare applications, streaming video, etc.

Warranty:

CompactFlash Card and Non-removable Cable: Limited lifetime

Certification:

FCC: Part 15, Class B

CE: EN55024:1998

C-TICK s.182

Appendix B Network Information Form

Important! If you plan to connect to Verizon Quick Net Connect or Verizon Express Network, you DO NOT need to complete this form.

Complete the form below if you plan to use a standard connection. Contact your network administrator or Internet Service Provider (ISP) for help. If you plan to use ISP services from your mobile phone carrier, contact your carrier. For a text-only version you can email, go to the *Docs* folder on the installation CD or visit: www.socketcom.com/support/support_dpc.htm

1. Please provide the following dial-up information:

Dial-up number: (____) _____

User name: _____

Password: _____

Domain: _____

2. Does the network support DHCP (Dynamic Host Configuration Protocol)?

☐ **YES.** If *Yes*, then STOP. You DO NOT need to answer Question 3.

☐ **NO.** If *No*, then continue to Question 3.

3. Please specify any applicable IP addresses:

(a) Mobile Computer IP address: ____ . ____ . ____ . ____

(b) Subnet Mask: ____ . ____ . ____ . ____

(c) Default Gateway: ____ . ____ . ____ . ____

(d) Primary DNS: ____ . ____ . ____ . ____

(e) Secondary DNS: ____ . ____ . ____ . ____

(f) Primary WINS: ____ . ____ . ____ . ____

(g) Secondary WINS: ____ . ____ . ____ . ____

Remote ActiveSync only: If your server does NOT have WINS services enabled, you must use the IP address of your host computer instead of a Primary WINS address.

(h) Host computer IP address: ____ . ____ . ____ . ____

Appendix C Troubleshooting

SYMPTOM:

- My computer does not recognize my phone and/or AT commands
- I cannot place a call.

POSSIBLE REASONS	SOLUTION
Your phone is not turned on.	Turn on your phone.
Your phone is not communicating properly with your computer.	Turn your phone off, then turn it on again.
The cable between your phone and the DPC is not connected correctly.	Make sure you are using the correct cable for your phone and that all connectors are securely fastened.
Other software is using the COM port.	Deactivate the software that is using the COM port. <i>ActiveSync</i> usually uses the same COM port.

SYMPTOM:

- My call fails immediately
OR
- I get CALL FAILED on my mobile phone.

POSSIBLE REASONS	SOLUTION
The phone battery has run out of power.	Charge or replace the battery.
Temporary network problems.	Try the call again. CALL FAILED usually disappears after a second try. If you still get CALL FAILED, turn your phone off then on again. If this doesn't resolve the problem, your wireless service may be down.
Your service provider won't accept low bandwidth connections.	Contact your service provider.

SYMPTOM:

- I get disconnected in mid-session.

POSSIBLE REASONS	SOLUTION
The digital signal has faded, or you have traveled outside the mobile coverage area.	Raise the phone antenna. On your phone display, there should be an icon to indicate digital coverage. If you have left the coverage area, return to it and try again.
Your phone battery has run out of power.	Charge or replace the battery.
The data cable between your mobile phone and your computer is loose or has become disconnected.	Make sure the data cable is securely fastened to your phone.
The modem at your Internet Service Provider has hung up.	Your corporate network or Internet Service Provider may terminate your call for many reasons. Try calling again. If the problem persists, contact your Internet Service Provider.
Your call was dropped.	Try the call again.
You were automatically disconnected due to inactivity.	Some software will automatically end a call after a period of inactivity. Check your software for automatic disconnection settings.

SYMPTOM:

- I get a NETWORK NOT RESPONDING message on my mobile phone.

POSSIBLE REASONS	SOLUTION
Your need to update your mobile account.	Call your mobile service provider.

SYMPTOM:

- My computer dials but cannot connect.

POSSIBLE REASONS	SOLUTION
You have multiple modems set up on your computer, and the software is configured for a modem other than the mobile phone.	Configure your communications software for a DPC connection. Select the DPC as the modem.
You are dialing the wrong number.	Check the number, including the area code. Contact your Internet Service Provider to verify the number.
The number you are dialing is long distance.	Check the area code of the number you are dialing. You may need to add a 1 before the number for long distance calls.
You are using a dialing prefix — such as a 9 — before the phone number.	Remove any dialing prefixes from the phone number.
The modem you are calling is out of service.	Contact your Internet Service Provider or corporate network support to verify the status of their server and modems.
Your phone signal is weak.	Raise the phone antenna. On your phone display, there should be an icon to indicate digital coverage. If you are outside the coverage area, change locations and call again.
Your user name and/or password is incorrect.	Check that you have entered the proper user name and password.

SYMPTOM:

- I get a DISCONNECTED SIGNAL FADED message on my mobile phone.

POSSIBLE REASONS	SOLUTION
You left the mobile coverage area during the call.	Change locations and call again.

SYMPTOM:

- My mobile phone shows that the call has connected but my communications software does not.

POSSIBLE REASONS	SOLUTION
The call took so long to establish that the communications software gave up (timed out).	Increase the time-out interval on your communications software and try the call again.

SYMPTOM:

- My communications software shows the call has connected, but my mobile phone does not.

POSSIBLE REASONS	SOLUTION
Your call was dropped, but your communications software is still waiting to connect.	Cancel the call from your communications software and try again.

SYMPTOM:

- I cannot receive voice calls.

POSSIBLE REASONS	SOLUTION
You have set up your mobile phone to receive data or fax calls only.	Follow the instructions that came with your phone to configure for voice calls instead of fax or data calls. You can usually access this feature from the phone's menu.
You are engaged in a data call.	During data calls, you cannot receive voice calls. Hang up and, if necessary, switch your phone back to voice mode.

SYMPTOM:

- The icons for DPC Setup and Hi-Speed COM Tools don't appear.

POSSIBLE REASONS	SOLUTION
You have not soft reset your mobile computer after software installation.	Soft reset your mobile computer by pressing the reset button.

SYMPTOM:

- I cannot receive data calls.

POSSIBLE REASONS	SOLUTION
The phone is not set up to receive data calls.	Follow the instructions that came with your phone to set up the phone to receive data calls. You can usually access this feature from the phone's menu.
Your communications software is not answering in time.	Set your communications software to answer after fewer rings, preferably 0. Consult the software's user manual for instructions.

SYMPTOM:

- The data is transmitting slowly.

POSSIBLE REASONS	SOLUTION
CDMA networks have a maximum connection speed of 14,400 bps. GSM networks have a maximum connection speed of 9,600 bps.	Visit Socket's web site at www.DigitalPhoneCard.com for suggestions on how to use your system more efficiently.
Dial-in or web servers have heavy traffic.	Connect at a different time, when your network or ISP is less busy.

SYMPTOM:

- I cannot access my email and/or use my web browser.

POSSIBLE REASONS	SOLUTION
You are not connected to your corporate network or Internet Service Provider.	Connect again.
Your dial-up networking settings are incorrect.	Check that your dial-up networking settings match those provided by your office network support or ISP.
Your user name(s) and/or password(s) are incorrect.	Check that you have entered the proper user name and password for your various services, including email accounts and proxy servers.

Appendix D Support Resources

Users' Forum

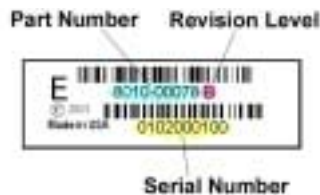
If you would like to discuss the Hi-Speed Digital Phone Card with other users, visit Socket's users' forum at www.socketforum.com.

Technical Support

If have technical problems with the Digital Phone Card, please refer to Appendix C, "Troubleshooting."

If problems persist, feel free to contact Socket's technical support department for help, prepared with the following information:

- The part number (including revision level) and serial number of your DPC. See the diagram below.
- The manufacturer, model number, and operating system version of your mobile computer
- The manufacturer, model number and carrier of your mobile phone
- If applicable, the version of Windows on your host PC
- What the problem is and how you have tried to correct the problem



To reach Socket's technical support department:

- Visit www.socketcom.com/support/contact.htm
- Email techsupport@socketcom.com
- Phone 510-744-2720
- Fax 510-744-2727

Please refrain from disassembling the Digital Phone Card. Disassembly will void the product warranty.

Limited Warranty

Socket Communications Incorporated (Socket) warrants this product against defects in material and workmanship, under normal use and service, for the following periods from the date of purchase:

Plug-in card: Lifetime (Three years if not registered)

Non-removable cable: Lifetime (Three years if not registered)

Incompatibility is not a defect covered by Socket's warranty. During the warranty period, Socket will, at its option, repair or replace the defective product at no charge when furnished with proof of retail purchase, provided that you deliver the product to Socket or to an authorized Socket Service Center.

The returned product must be accompanied by a return material authorization (RMA) number issued by Socket or by Socket's Authorized Service Center. If you ship the product, you must use the original container or equivalent and you must pay the shipping charges to Socket. Socket will pay shipping charges back to any location in the contiguous United States. This warranty applies only to the original retail purchaser and is not transferable.

Socket may, at its option, replace or repair the product with new or reconditioned parts and the returned product becomes Socket's property. Socket warrants the repaired or replaced products to be free from defects in material or workmanship for ninety (90) days after the return shipping date, or for the duration of the original warranty period, whichever is greater.

This warranty does not cover the replacement of products damaged by abuse, accident, misuse or misapplication, nor as a result of service or modification other than by Socket.

SOCKET IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING DAMAGE TO PROPERTY AND, TO THE EXTENT PERMITTED BY LAW, DAMAGES FOR PERSONAL INJURY. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow limitation of implied warranties, or the exclusion or limitation of incidental or consequential damages, so that the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This product may contain fully tested, recycled parts, warranted as if new. For warranty information, phone (510) 744-2700.

Limited Software Warranty

LIMITED WARRANTY. SOCKET warrants that the original disk or CD ROM is free from defects for 90 days from the date of delivery of the SOFTWARE.

CUSTOMER REMEDIES. SOCKET'S entire liability and your exclusive remedy shall be, at SOCKET'S option, either (a) return of the price paid or (b) replacement of the SOFTWARE which does not meet SOCKET'S Limited Warranty and which is returned to SOCKET with a copy of your receipt. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or 30 days, whichever is longer. THESE REMEDIES ARE NOT AVAILABLE OUTSIDE OF THE UNITED STATES OF AMERICA.

NO OTHER WARRANTIES. SOCKET disclaims all other warranties, either express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the SOFTWARE and the accompanying written materials. This limited warranty gives you specific legal rights. You may have others which vary from state to state.

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The Digital Phone Card includes technology licensed under United States Patent Nos. 4,543,450, 4,603,320, 4,686,506, and 4,972,470.

Reproduction of the contents of this manual without the permission of Socket Communications is expressly prohibited. Please be aware that the products described in this manual may change without notice.

Feel free to contact SOCKET COMMUNICATIONS at:

Socket Communications, Inc.
37400 Central Court
Newark, CA 94560

Phone: (510) 744-2700
Fax: (510) 744-2727.
Technical support: (510) 744-2720.

Important! Before calling for technical support, please prepare yourself with the information listed in Appendix B, "Support Resources."

Other than the above, Socket Communications can assume no responsibility for anything resulting from the application of information contained in this manual.

Socket Communications requests that you refrain from any applications of the Socket Digital Phone Card that are not described in this manual. Socket Communications also requests that you refrain from disassembling the Digital Phone Card. Disassembly of this device will void the product warranty.

You can track new product releases, software updates and technical bulletins by visiting Socket's web page at: www.DigitalPhoneCard.com.

Regulatory Compliance

The Socket Digital Phone Card is designed to be compliant with the rules and regulations in locations where they are sold and will be labeled as required. This product is type approved — users are not required to obtain license or authorization before using.

Radio Frequency Interference Requirements

This device complies with part 15 of the FCC rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment is also ETS 300 328, ETS 300 826 and C-TICK compliant. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user may try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna of the radio or television.
- Increase the distance separating the equipment and the receiver.
- Connect the equipment to an outlet on a different branch circuit than that of the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following booklet helpful:

How to Identify and Resolve Radio-TV Interference Problems

This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402.

Radio Frequency Interference Requirements – Canada

This Class B digital apparatus meets the requirements of the Canadian Interference-Causing Equipment Regulations. Cet appareil numérique de la Classe B respecte toutes les exigences du Règlement sur le Matériel Brouilleur du Canada.

NOTE: To comply with FCC and Industry Canada exposure requirements, this device is approved for operations in a user's hand when there is a distance of 20 cm or more between the device antenna and the user's body.

CE Marking & European Union Compliance

Products intended for sale within the European Union are marked with a CEMark which indicates compliance to applicable Directives and European Normes (EN), as follows. Amendments to these Directives or ENs are included: Normes (EN), as follows:

Applicable Directives:

- Electromagnetic Compatibility Directive 89/336/EEC
- Low Voltage Directive 73/23/EEC

Applicable Standards:

- EN 55 022 – Limits and Methods of Measurement of Radio Interference Characteristics of Information Technology Equipment.
- EN 50 082-1 – Electromagnetic Compatibility – General Immunity Standard, Part 1: Residential, Commercial, Light Industry.
- IEC 801.2 – Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment, Part 2: Electrostatic Discharge Requirements.
- IEC 801.3 – Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment, Part 3: Radiated Electromagnetic Field Requirements.
- IEC 801.4 - Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment, Part 4: Electrical Fast Transients Requirements.
- EN 60 950 + Amd 1 + Amd 2 – Safety of Information Technology Equipment Including Business Equipment.



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